N-FOCUS Major Release Children and Family Services November 11, 2012

A Major Release of the N-FOCUS system is being implemented on November 11, 2012. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.
Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.
Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.
Expert System: All N-FOCUS users with responsibility for case entry for AABD/MED, ADC/MED, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

Note: When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

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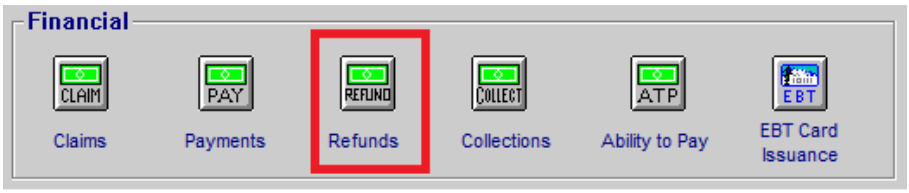
General Interest and Mainframe

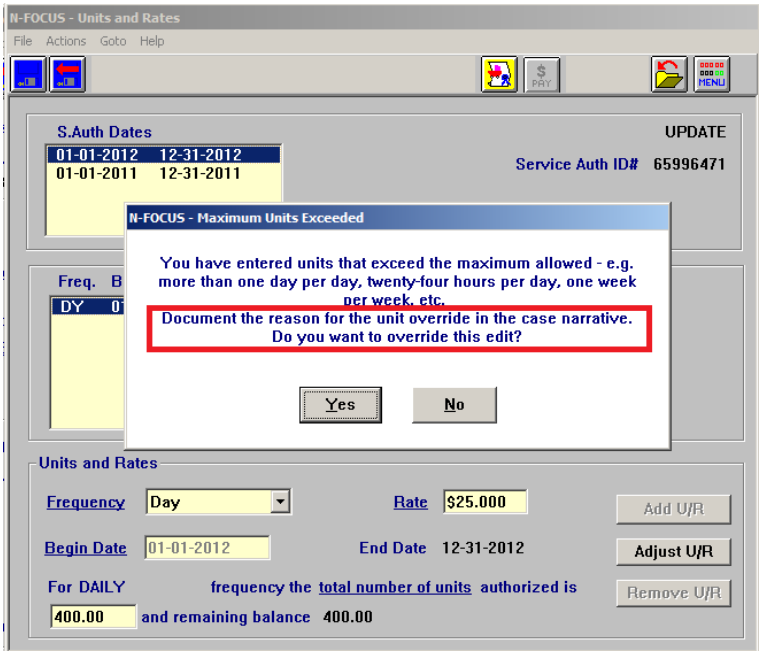
Refunds (New)

New functionality is available on N-FOCUS to record refunds received from energy providers for the LIHEAP program or from individuals returning grant payments. There is a new icon on the main menu for refunds.



Service Authorization Units and Rates (Change)

The Maximum Units Exceeded pop-up will display when you have entered units that exceed the maximum allowed for the timeframe indicated. The pop-up will display once the Add U/R or Adjust U/R button is selected.



When creating or updating a Service Authorization, an audit history will capture the User ID and action date when a user answers yes to the Maximum Unites Exceeded message. The worker is expected to narrate the reason for exceeding the system calculated maximum number of units allowed for the Unit/Rate time period. This information, including the associated narrative, is necessary to satisfy auditor requests when the maximum units are exceeded on a service authorization.

Click Yes to override and authorize the units. The Max Unit Override message will display on the Units and Rates window.

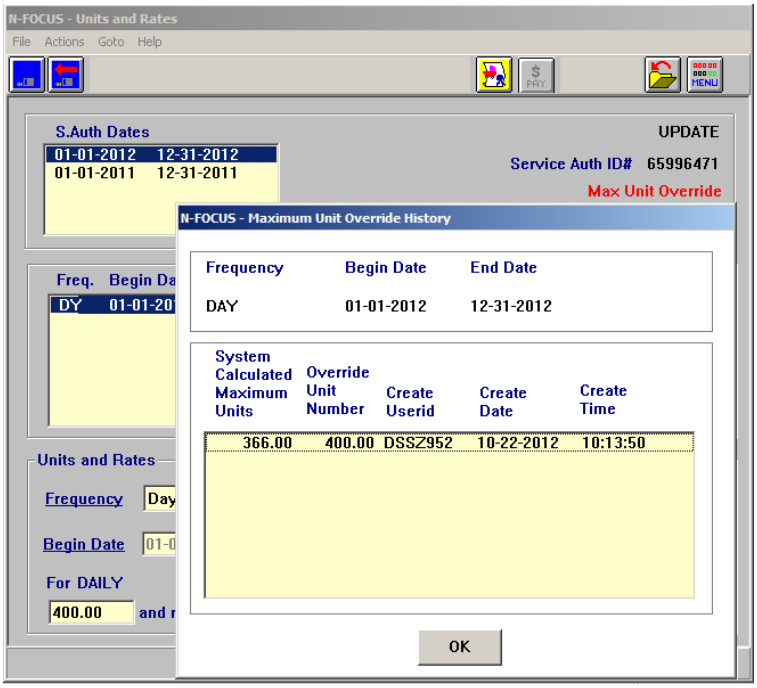
Return to the Program Case to narrate the reason for going over the Maximum Units.

Maximum Unit Override History Window (New)

The Maximum Unit Override History window is available to assist with audits. This new window can be accessed from the Units and Rates window by following these steps:

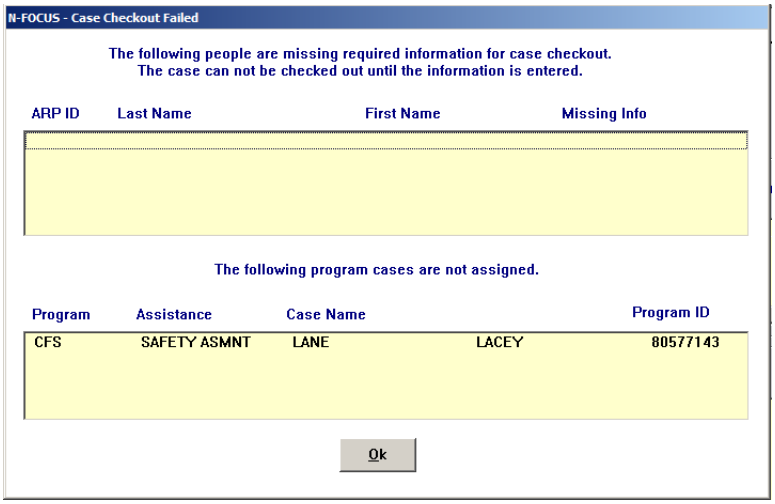
- Select the S. Auth Date row and the Unit and Rate Row
  - The Max Unit Override message will display under the Service Auth ID #
- Select Goto> Override Audit History
  - The Maximum Unit Override History window will display

Note: This change begins with the November 11, 2012 release. It is possible that there could be a Max Unit Override (in red) displayed without an Override History.



Case Check out Fails (Change)

When a Master Case Check Out fails because one of the people in the Master Case is missing information or one of the Program Cases has not been Assigned, an error message will display indicating the actions that will need to be taken before the case can be checked out.



Service Dates Claim Edit for Child Care Program (Change)

The claim item edit, "Service Dates are not within the same month" will now apply to the Child Care Program. This means that the provider may not bill across months when submitting paper billing documents or using the web portal to submit claims. The weekly preprint billing process will be changed to add another daily or hourly line (as applicable) when a week crosses months. The provider can then bill the first part of the week on one line and the second part of the week that is a new month on the second line.

Search Person List - More+ (Fix)

The More+ buttons on the Person List window was not displaying the complete list of records found. This has been fixed.

O' Neill Conversion (Fix)

Currently the spelling of the town O' Neill is shown in various ways on N-FOCUS. On October 17, a conversion program was run to change all of the instances to the correct spelling of O' Neill. Please note that there is a space between the ' and the N.

Document Imaging

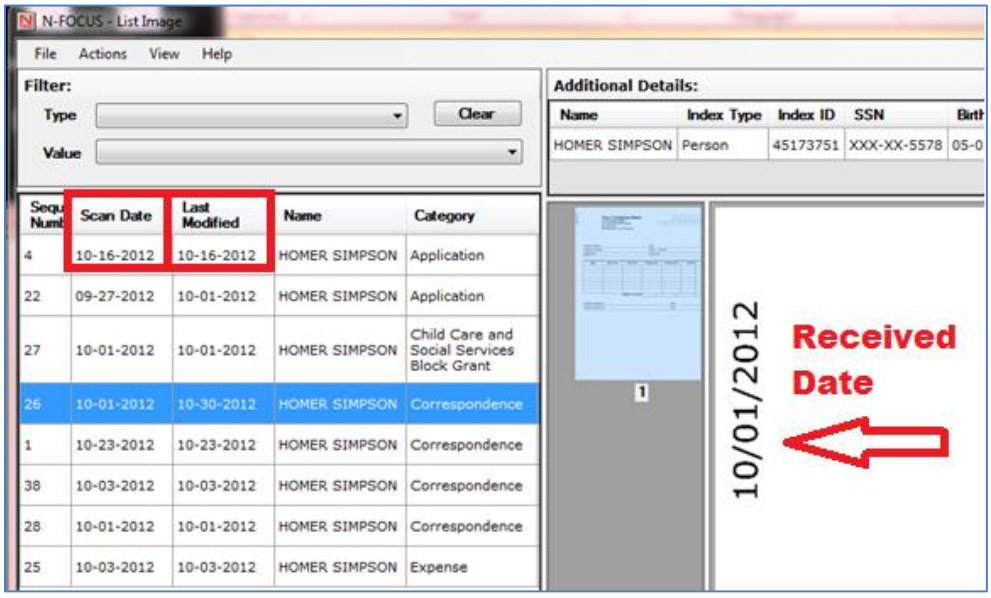
Received Date and Scan Date (DEFINITION REVIEW)

Received Date – This is the date mail was received. The received date was previously stamped on every page as the mail was opened. With the implementation of Document Imaging, the received date is no longer stamped on every page. The received date is now "burned on" to the image in the upper left hand corner of the page as it is scanned.

NOTE: The "burned on" date only applies to documents scanned via the high speed scanners or via ADD Image functionality in N-FOCUS. Documents scanned on the smaller Canon scanners will not have the "burned on" received date. This mail should continue to be date stamped.

Scan Date – This is the actual date the document was saved in Document Imaging or saved via the ADD Image functionality in N-FOCUS. **NOTE:** This **is not** the same as the Received Date. If a document was received on 10/1/2012 and indexed and saved on 10/1/2012 the dates will be the same. If the document was received on 10/1/2012 and indexed and saved on 10/3/2012 the dates will not be the same. The Scan Date will always reflect the date in which the document was saved in Document Imaging.

Last Modified Date – This is the last date the index information on the document was updated. This is the date used in the Date Range fields on the Search Image window.



Search Image Window (Change)

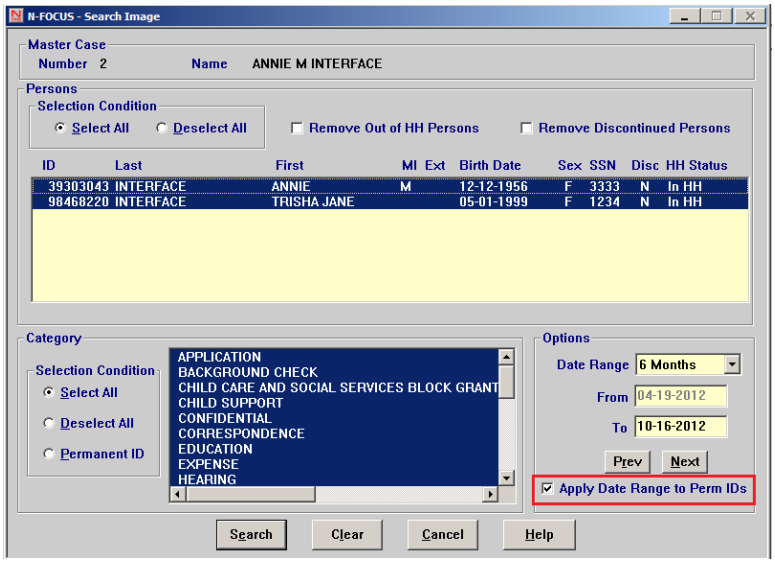
Search Date (Reminder)

Refer to the definitions above. The date used in the Date Range field is the Last Modified Date. This date is used to allow the worker to view the most current indexing information on the document. Received

Apply Search Dates for Perm ID's (New)

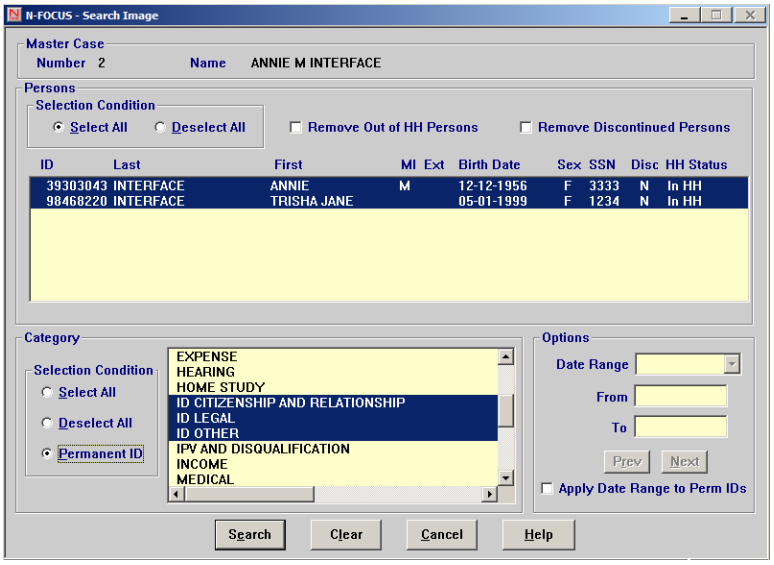
The Apply Date Range to Perm IDs option has been added to the Search Image window.

When the Category Select All is selected, the Apply Search Dates for Perm ID's option is automatically checked. The search results will include scanned images for all categories during the specified date range only. You will not see Permanent ID information from the beginning of the scanning project.



If the Apply Date Range to Perm ID's is deselected, the Search results will include scanned images for all categories except Perm IDs during the specified date range.

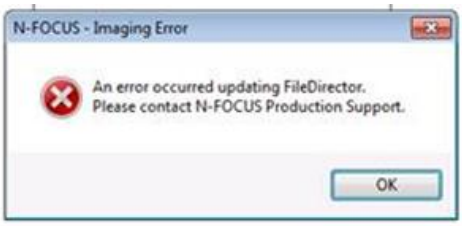
When the Category Permanent ID is selected the Apply Date Range to Perm ID's is not selected. The search result will return all of the documents scanned as Permanent ID documents since the scan documents project began.

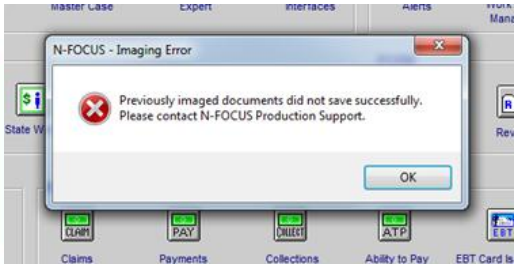


If you wish to only view the Permanent ID documents for a specific date range, select the Apply Date Range to Perm ID's option and set the date range as appropriate. Search results will then return only Permanent ID documents scanned during the specified time period.

Imaging Error (Change)

If you receive the following error while adding images via the Add Image window the second message will appear each time you open N-FOCUS. The error used to display for 5 consecutive days each time you opened N-FOCUS. If you do not contact Production Support, you run the risk of losing the document you were trying to save. This error will now only appear for 2 days (48 hours). After this time the files associated with the Save attempt will be deleted.





Saving Images via the Add Image Window (Reminder)

When adding images via the Add Image function allow sufficient time for the save process to be completed before viewing the saved image. The save functionality works behind the scenes, you do not receive a message stating the document has saved. Please **do not** immediately look up the document in N-FOCUS and expect to see it. We are finding numerous duplicates because users are not allowing sufficient time for the save to complete before viewing, then adding the document again because it wasn't found. Wait for a few minutes then search for it in N-FOCUS.

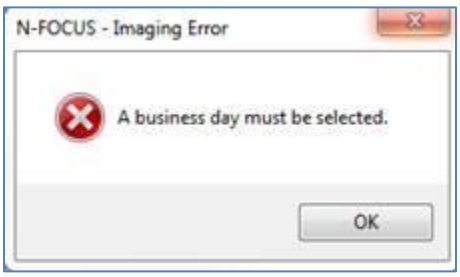
Remove Index Info (Reminder)

REMOVE INDEX INFO action: When users select the Remove Index Info action the document will no longer be available for viewing in N-FOCUS. If a document is found to be indexed in error the user **should correct the indexing**. The Remove Index Info action was intended to **only** be used if no valid person can be identified to index the document to. This action should **rarely** be used. If using this action, be aware the document will no longer be available in N-FOCUS until the document has been reindexed. Reindexing can be done the next day or up to 30 days later.

Add Image Window (Change)

The following changes have been made to the Add Image window:

1. Received Date: Defaults to current day. Staff should be setting the received date as the date on the email or other attachment they are adding. This would be the same date as was date stamped on the mail prior to Document Imaging.
   - On weekends and holidays, the Received Date will default to the next business day.
   - If you select a day that is not a business day a message will display telling the user to select a business day.
     - The 'next business day' is the first day after the current day that is neither a Saturday, Sunday or holiday.



2. Unknown has been removed as a Category.
   a. Previously Unknown was the default value when opening the Add Image Window; now the default will be a blank field.

3. The Save button will not enable until all Index Info, including a Category, has been selected.
4. The QA Add button (for workers with WinClient/FileDirector on their workstation) will not enable until all Index Info, including a Category, has been selected.
5. The Category will be cleared each time Save is selected.

WinClient/FileDirector (Change)

1. The Unknown category has been removed. When copying index info from N-FOCUS to WinClient/FileDirector, the Category will be blank (previously it defaulted to Unknown).
2. The Category in WinClient/FileDirector is now a mandatory field prior to check-in.
3. Documents currently indexed to the Unknown category will no longer display in N-FOCUS until they have been reindexed by staff with access to the WinClient/FileDirector.

Index Category Spreadsheet (Change)

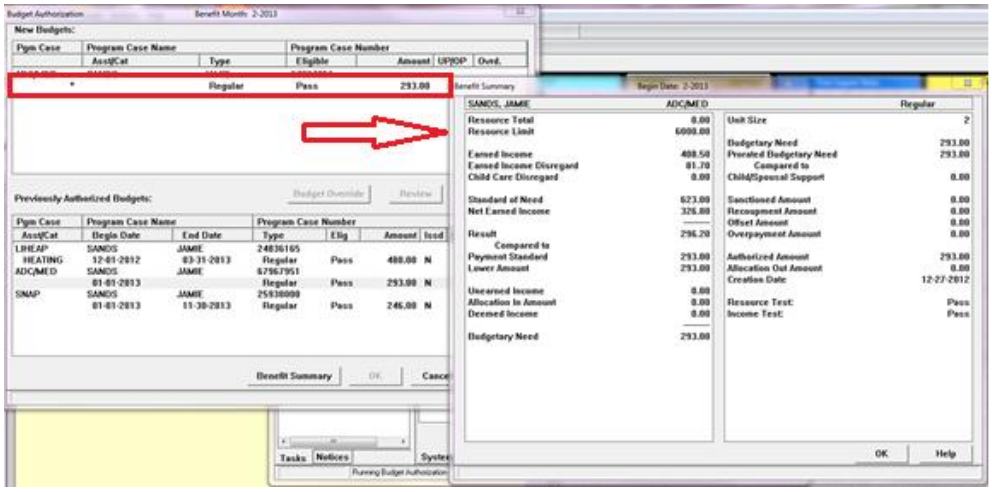
Unknown has been removed as a Category. Windows affected by the removal of the Unknown Category include Print Bar Code, Search Image, Index Image and Add Image windows.

Expert System

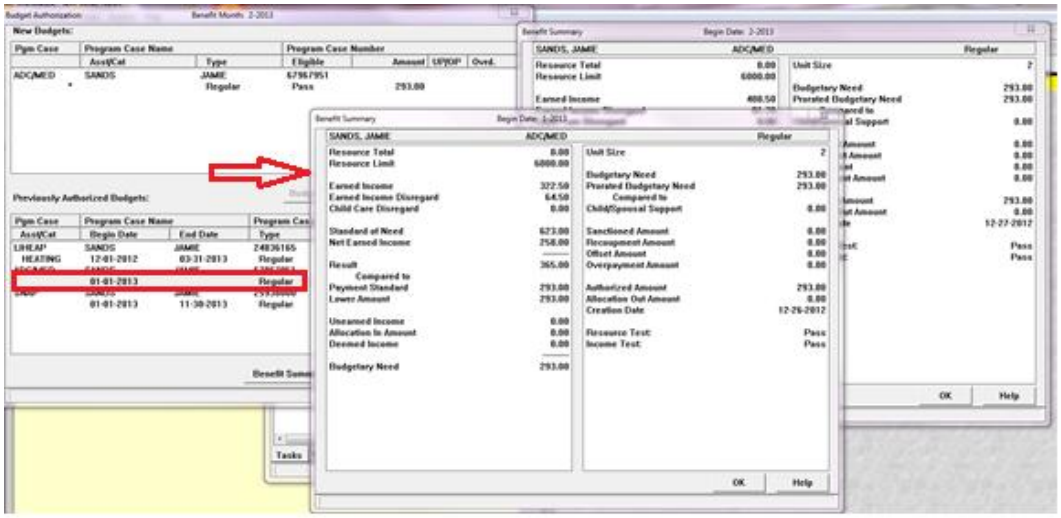
View Multiple Benefit Summary Windows Simultaneously (New)

You can now view multiple Benefit Summary windows in order to compare budgets. To view multiple Benefit Summary windows, follow these steps:

1. From the Budget Authorization window, double click the Budget Row listed in the New Budgets section.
   The Benefit Summary for that row will display.

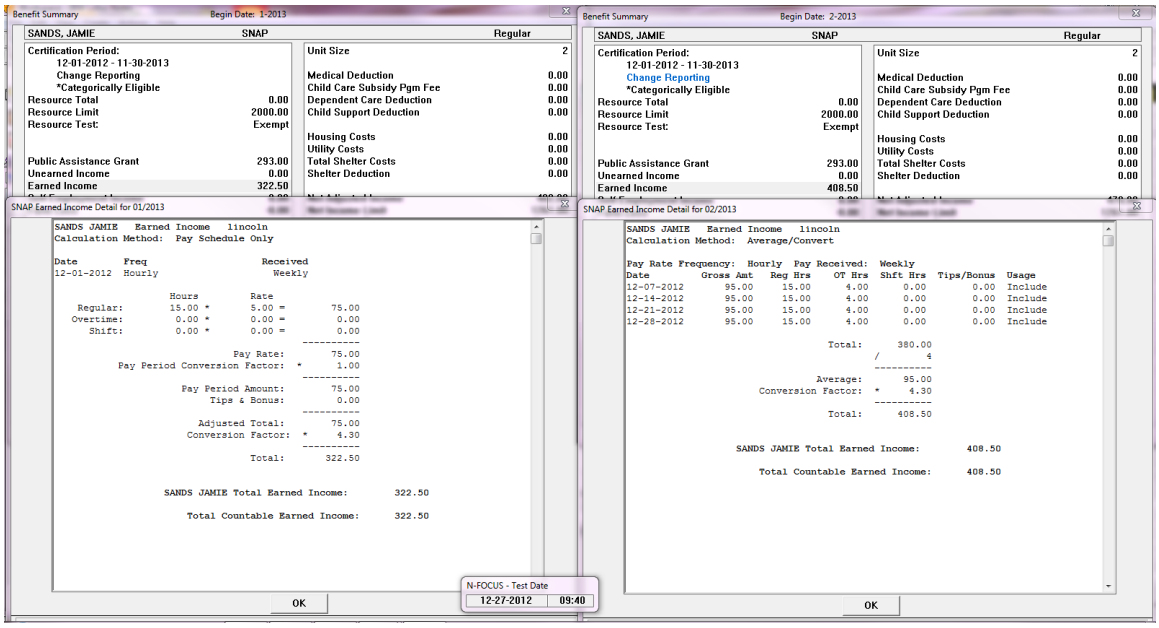


2. To view previously authorized budgets, double click the appropriate row.
   The Benefit Summary for that row will display.



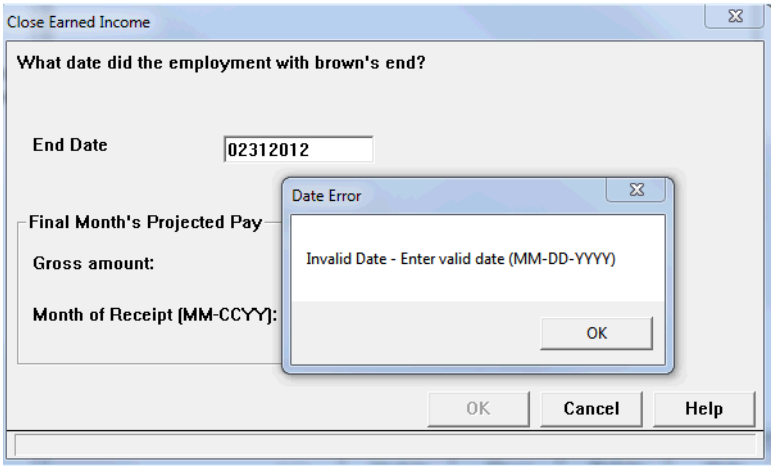
You can then authorize the new budgets without closing the ones that are open and then OK at the bottom of the window and this will close all the budgets windows that are open and move on to the next month.

You can also have multiply windows open of the detail of each budget.
Example: Earned Income Detail for January budget and February budget.



Invalid Date Message (Change)

Prior to this release, when an invalid date was entered on an Expert System window, the OK button would not become active and no message was provided to the worker. With this release, if an invalid date is entered on an Expert System window, a Date Error message will display.

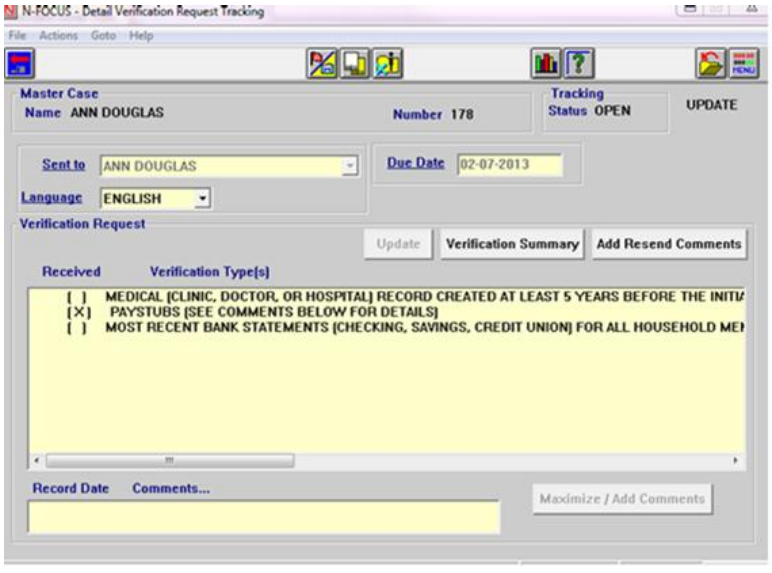


Expert System Notice (Change)

Closing or Denial Notices will Display Verifications that are Not Received.

Expert System Notices that are created after an AABD, ADC Child Care, SNAP, Medicaid or LIHEAP case has been closed or denied for the reasons of 'Failure to Provide' or 'Other' will display the Verifications requested on the most recent Verification Request that have not been marked as received.

Example: The Verification Tracking window at the time of closing or denial looks like the below screen print:



Below shows the closing or denial notice wording:

Supplemental Nutrition Assistance Program (SNAP) formerly known as the Food Stamp Program

Your request for assistance has been denied effective 12-2012.

The reason is:

- Failed to Provide Information

The following verifications have not been provided for the listed person(s):

ANN DOUGLAS

Citizenship:

- Medical (clinic, doctor, or hospital) record created at least 5 years before the initial application date and indicates a US place of birth

Resources:

- Most recent Bank Statements (checking, savings, credit union) for all Household Members

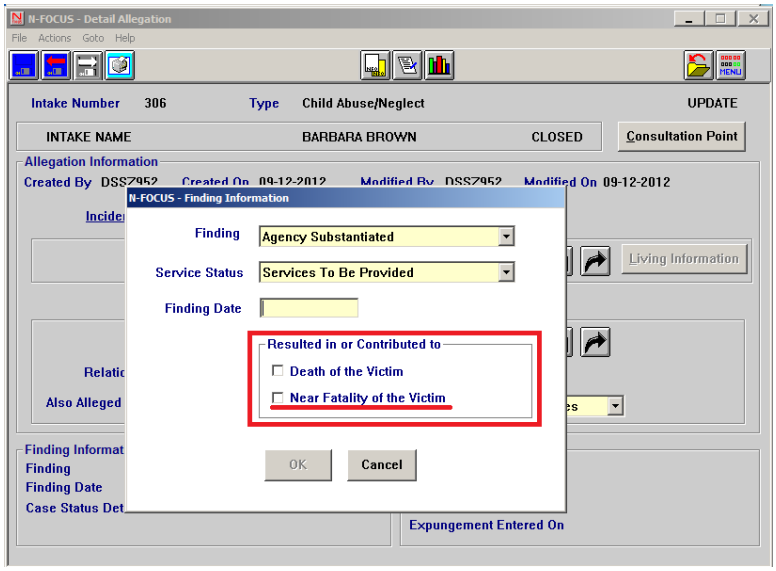
Citizenship/Immigration Task (Change)

The Red **X** rules have been changed to make it easier to change a lawfully Present individual's status back to Ineligible Alien in a future month. The status should conform to the month the budget is being run.

Children and Family Services

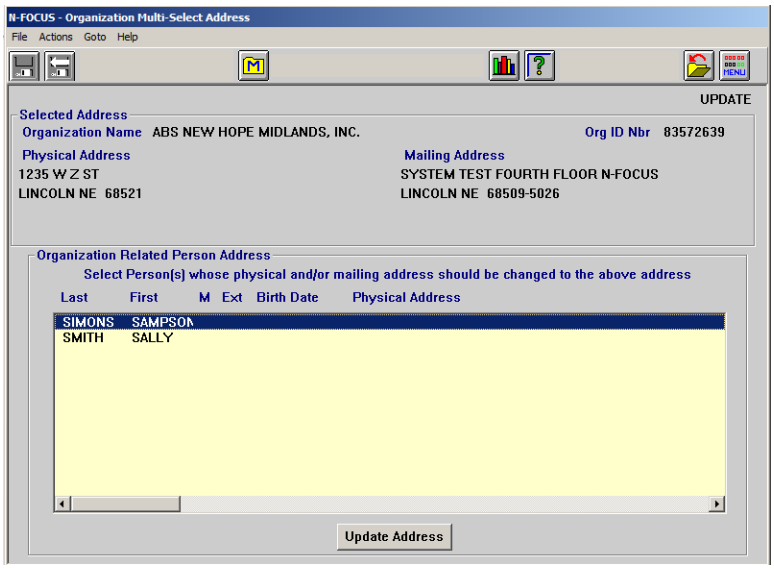
Near Fatality Indicator (New)

The Near Fatality of the Victim indicator has been added to the Allegation Finding dialog box. This indicator can be changed to Death of the Victim at a later date if the situation warrants.



Org Related Persons Address History (New)

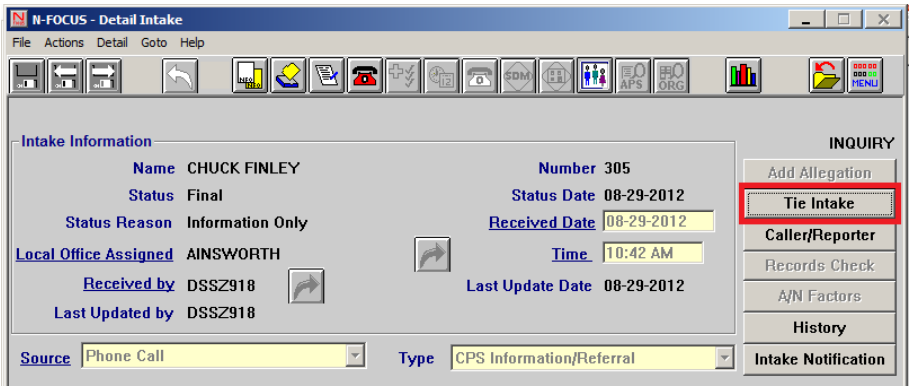
When a new Organization is created or when the change of Address is made on an existing Organization, upon Saving the window, the Organization Multi Select Address window will display, if there are Organization Related Persons listed. This window gives you the opportunity to give the Organization address, both Physical and Mailing, to each of the Related Persons.



To help with issues regarding the Search by Address and Person Search functions in N-FOCUS, we encourage staff to document an address for all Org Related Person.

Detail Intake Window Tie Intake Button (Change)

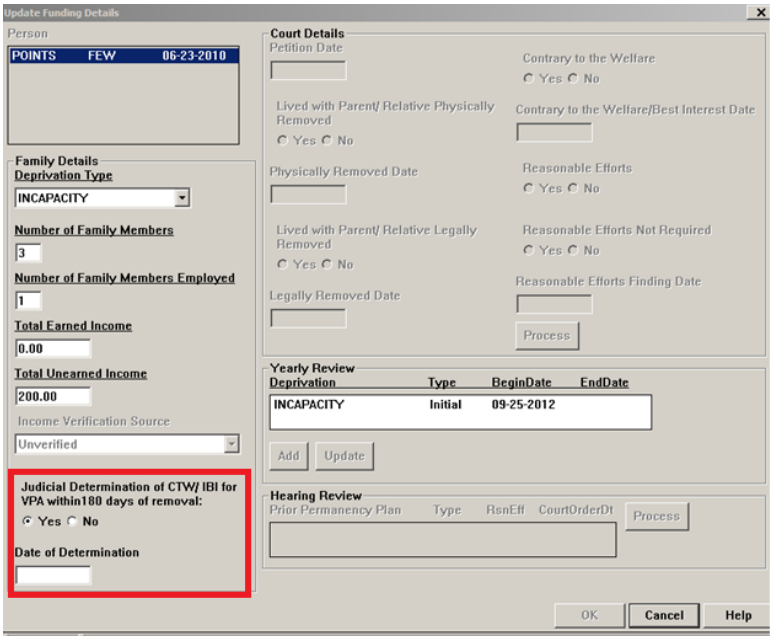
The Tie Intake button will no longer disable once the Intake is placed in Final Status. This change will allow workers to flow to the Tie Intake to Program Case window directly from the Intake.



Funding Details (Change)

Voluntary Placement 180 Days Judicial Determination (Change)

Title IV-E eligibility requirements indicate that if a child's removal from their home is through a Voluntary Placement Agreement and the child remains out of the home for a period of 180 days, the case must have a judicial review. The Judicial Determination question on the Update Funding Details window will become mandatory once the placement lasts longer than 180 days.



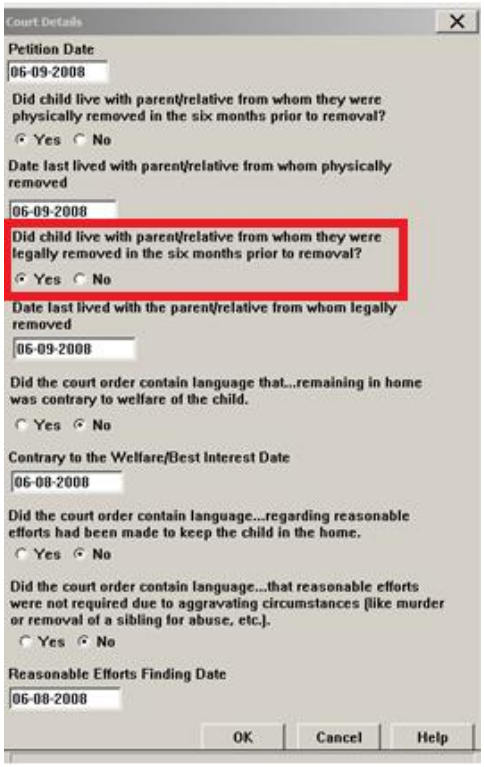
Note: A Red X will display in the Expert System Tree List next to CWIS and Funding Detail when this question becomes mandatory.

Court Details – Process Button (Change)

New functionality is available on N-FOCUS to record refunds received from energy providers for the LIHEAP program or from individuals returning grant payments. There is a new icon on the main menu for refunds.

To update the Court Details, click the Process button. The Court Details window will display.

Answer the questions as appropriate and click OK. The answers you enter on the Court Details window will be reflected on the Update Funding Details window, Court Details section.



Note: A new question has been added to Court Detail area (Shown on the previous page). This question is in regard whether the child lived with a Parent/Relative prior to the child's "Legal Removal" – "Did child live with parent/relative from whom they were legally removed in the six months prior to removal?"

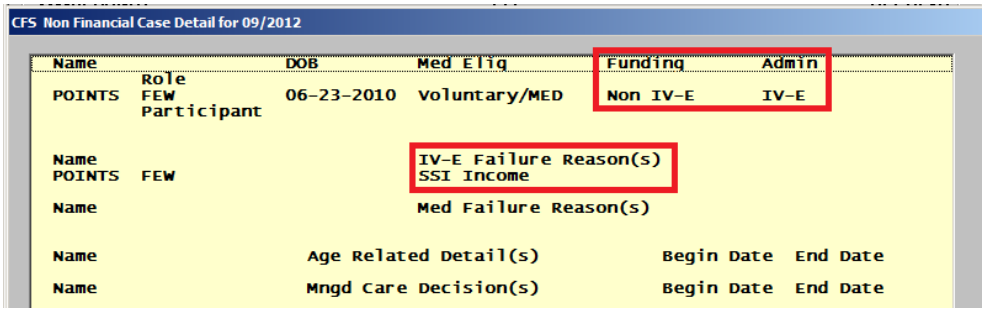
IV-E Funding (Change)

Due to changes in Federal Policy, if a child is not eligible for IV-E Funding because they are receiving an SSI Payment, they may still be eligible for IV-E Funding of Administrative Costs. N-FOCUS will now determine the IV-E Administrative Costs Fund Code. The receipt of Administrative Costs through the IV-E Funding will not reduce the amount of the Foster Care Payment.

This information can now be viewed on the following windows within N-FOCUS:

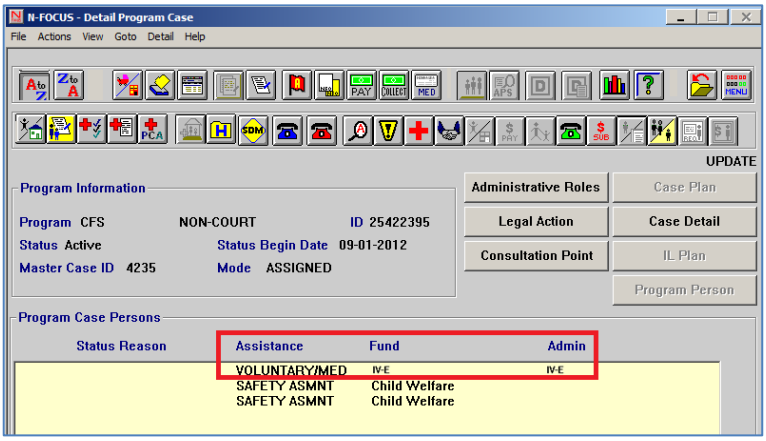
Mainframe Windows:

- Benefit Summary>CFS Non-Financial Case Detail
  - Located behind the Unit Size row on Benefit Summary



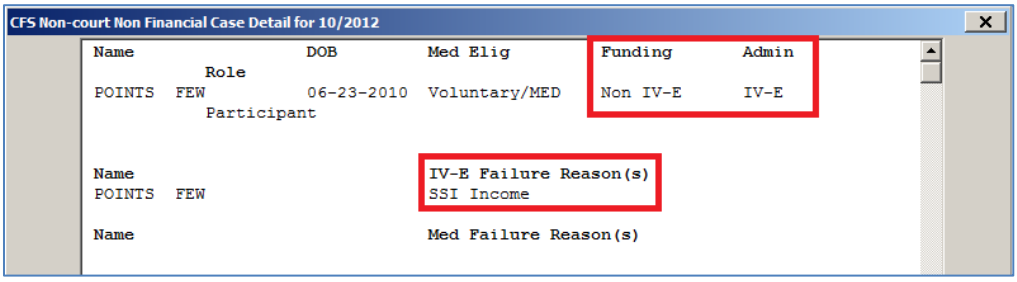
- Program Case Person History
  - Scroll to the right to view the Admin column

- Detail Program Case
  - Scroll to the right to view the Admin column



Expert System:

- Benefit Summary>CFS Court Non-Financial Case Detail
  - Located behind the Unit Size row on Benefit Summary



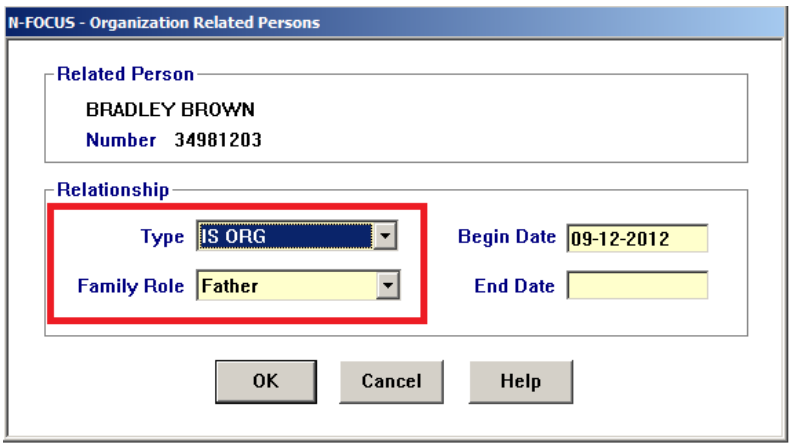
Claim Fund Code Adjustments for Child Welfare Related Programs (Change)

N-FOCUS applies certain rules when determining from what funding source a claim item is to be paid. Prior to this release, if conditions changed that resulted in a change to funding source there was no automated process to correct the original funding. When a funding change was detected, manual intervention was required to make corrections. With this release, N-FOCUS will automatically detect when a child's funding source changes in a (CFS, SA, SG, SA/MED, SG/MED, or Child Care program case) and update related claims with the correct fund code information.

When an IMFC worker redetermines a child's eligibility, CFS budgets should be recalculated (or eligibility details updated for Adoption and Guardianship cases). If a fund code change occurred, a nightly process will search for Paid or Contract Budget Tracker-Rejected claims associated to the child for that program as well as any Paid Child Care claims for the child. If it is determined that the fund code for the claim should be different than what is listed on the claim, a new version of the claim will be created with the new fund code and a Fund Code Adjustment status reason. If applicable, a journal entry will be created and sent to EnterpriseOne to credit funding back to the original funding source and debit the new funding source.

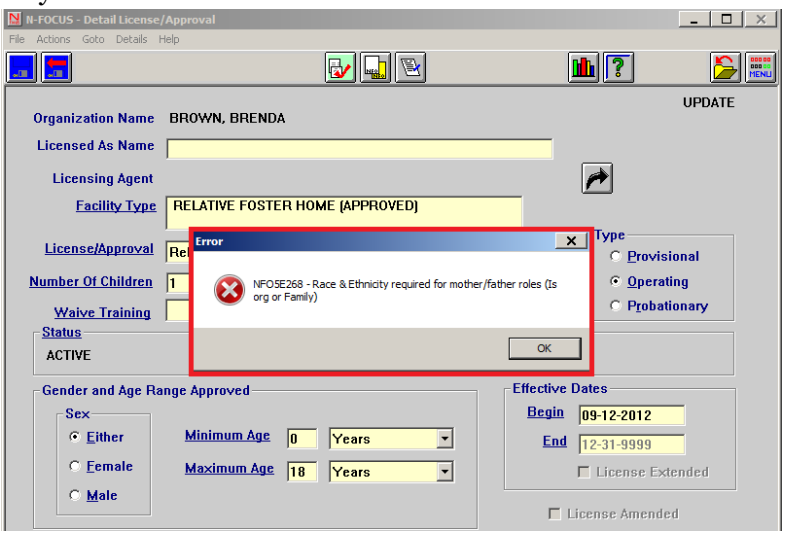
Organization Related Persons Mandatory Role (Change)

Effective with this release, when an Organization Related Person is entered and the Relationship Type of "Is Org" or "Family" is selected, it will be mandatory that the Role of Mother, Father, Son, Daughter, etc be selected.



Race/Ethnicity Requirements for License/Approval (Change)

Before being allowed to set a License or Approval to 'Active' Status, it will now be required that any Org Related Person with the Family Role of Mother or Father has the Race and Ethnicity fields entered on the Person Detail-Demographics window.



This edit will apply when creating the following:

License/Approval types:

- Adoptive Home Approval
- Child Specific Foster Home Approval
- DD Family Home Approval
- Emergency Approval
- Foster Care Home License
- Relative Home Approval

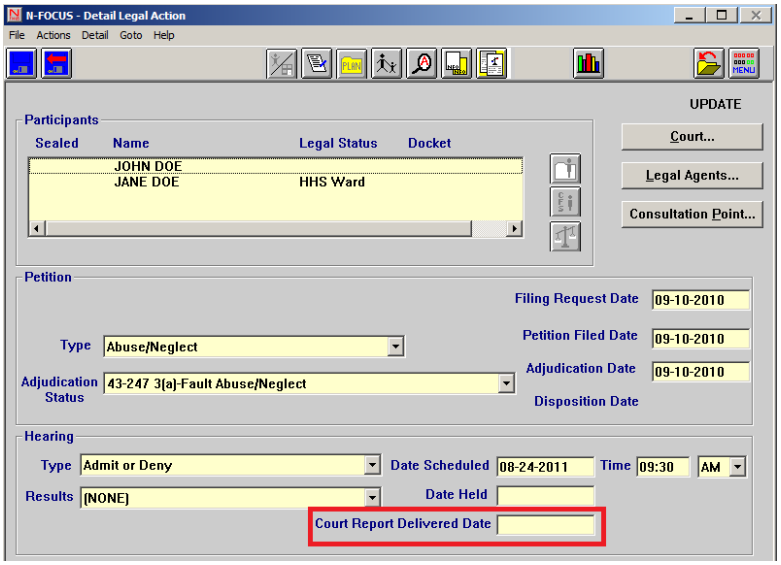
License Approval Type (Change)

To assist in documenting Placement information on N-FOCUS for OJS youth from other states being placed in Nebraska, we have added a new License/Approval Type, "ICJ Approval". This will only be used when the youth is placed in Relative Home Approved.

The ICJ Approval will require that all Background Checks be documented, except for the National Criminal History check. The ICJ Approval would also default the Effective End Date to 12-31-9999.

Detail Legal Action – Court Report Delivered Date (New)

The Court Report Delivered Date field has been added to the Detail Legal Actions window. Use this field to document the date the Court Report is delivered to the Court.



Foster Care Review Office (Change)

The name of the Foster Care Review Board (FCRB) has been changed to the Foster Care Review Office (FCRO). Changes are being made throughout the system to reflect this change.

List Provider Matching Window (Fix)

Previously there was a problem on the List Provider Matching window in regard to the Cross Cultural indicator. The Cross Cultural column would always display N, even if the Cross Cultural indicator check box on the Placement Preference window is checked, meaning Yes. This has now been fixed so it will display the appropriate information.

Also, we changed the Cross Cultural indicator on the Placement Preference window from a check box, to an optional Yes - No dropdown list box. Then if the Cross Cultural indicator on the Placement Preference window is not selected, the Cross Cultural column on the List Provider Matching window, will display blank.

Structured Decision Making – SDM (Change)

With this release all SDM assessments will be updatable by CFS Supervisors when in 'Ready to Review' status.

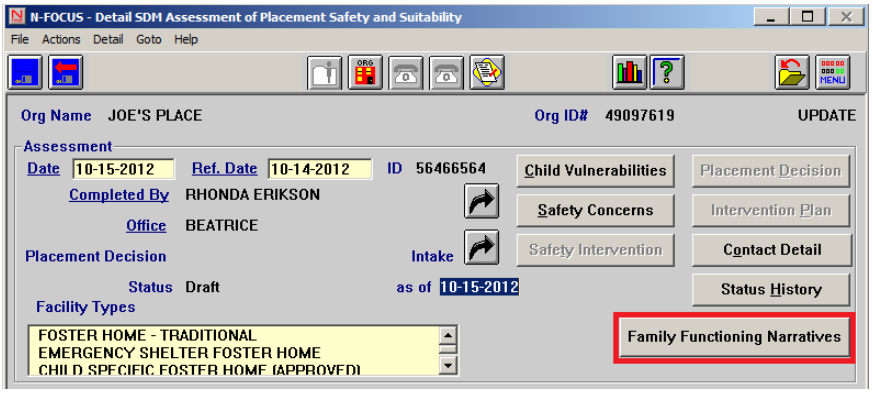
Family Functioning Narratives (Change)

With this release the common Narrative icon is added to the toolbar at top of each detail window for all of the SDM Assessments located in the SDM household and a narrative item of 'History of Prior DHHS Involvement' is added to the list of narratives available in the Family Functioning Narratives.

Family Functioning Narratives on Assessment of Placement Safety and Suitability (New)

With this Release we have added a new, "Family Functioning Narratives". The Family Functioning Narratives will be used to document information you gather in the course of conducting the SDM Assessment for Safety and Suitability and in supporting documentation for any allegation findings or licensing concerns. The narratives should, "provide a comprehensive picture of the investigation process and the highlights of the investigation and decisions made."

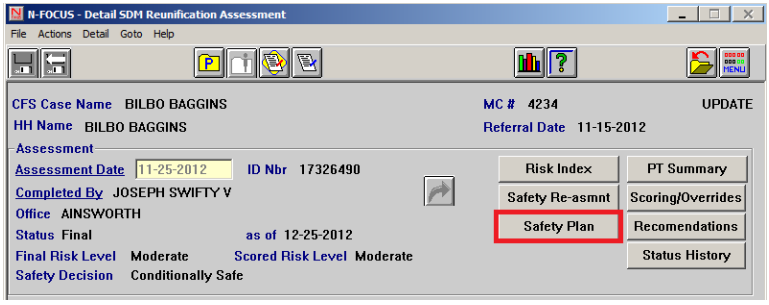
The Family Functioning Narratives pushbutton will be located on the Detail SDM Assessment of Placement Safety and Suitability window. Selecting this button will display the Family Functioning Narrative window, allowing the user to create the appropriate Narratives.



The Print functionality will be an Action on the Detail SDM Assessment of Placement Safety and Suitability window. If the Detail SDM Assessment of Placement Safety and Suitability is in any Status other than Final, the document will print in "Draft" Form and can be printed as often as needed. Once the Detail SDM Assessment of Placement Safety and Suitability is in Final Status, the document will print in "Final" Form and can be printed only once. The Final will also be saved in the Correspondence area of N-FOCUS and can be reprinted from there.

Detail SDM Reunification Assessment Window (Change)

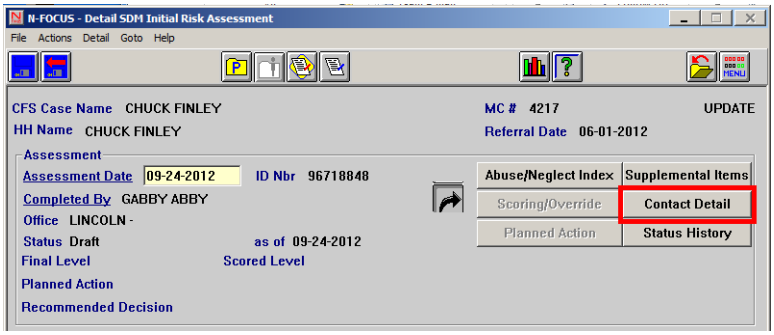
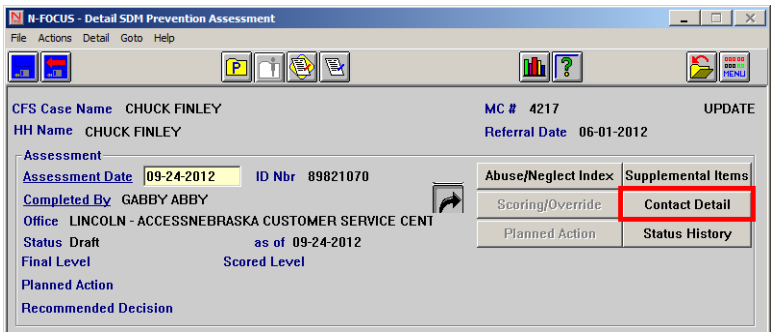
You can now create a Safety Plan directly from the Detail SDM Reunification Assessment window by clicking the Safety Plan button.



You can now view the full text of the assessment items in the SDM Reunification Assessment's Risk Index and Safety Reassessment by using the 'View Full Text' push bar found on both windows.

List and Detail SDM Safety Plan Windows (Change)

The SDM Safety Assessment and the SDM Reunification Assessment icons have been added to both the List SDM Safety Plan Window and the Detail SDM Safety Plan Window. These icons will access the Safety Assessment or the Reunification Assessment associated to the selected Safety Plan.

Contact Detail Button Added (Change)

The Contact Detail Button has been added to the Risk Assessment and Prevention Assessment Windows. This button becomes active once the Assessment Date and Completed By fields have been saved for both the SDM Initial Risk Assessment and the SDM Prevention Assessment.